**ESSEX COUNTY COLLEGE**

**Business Division**

**OCT 122 *–* Outlook Management**

**Course Outline**

**Course Number & Name:**  OCT 122 Outlook Management

**Credit Hours:**  2.0 **Contact Hours:**  2.0 **Lecture:** 2.0 **Lab:**  N/A **Other:**  N/A

**Prerequisites**:  Grade of “C” or better in ENG 085

**Co-requisites:** ENG 096 and RDG 096 **Concurrent Courses:** None

**Course Outline Revision Date:**  Fall 2010

**Course Description**: This course provides an overview of Microsoft Outlook, a powerful communications and scheduling program that helps individuals communicate with others, keep track of contacts, and organize schedules. Outlook allows individuals to send and receive electronic mail and permits engagement in real-time messaging with family, friends, or coworkers using instant messaging. Outlook also provides the means to organize your contacts. Users can easily track e-mail messages, meetings, and notes with a particular contact. Outlook’s Calendar, Contacts, Tasks, and Notes components aid in this organization. This personal information management (PIM) program provides a way for individuals and workgroups to organize, find, view, and share information easily.

**Course Goals:** Upon successful completion of this course, students should be able to do the following:

1. send and receive e-mail messages;

2. manipulate and manage e-mail messages;

3. schedule appointments and meetings using Outlook calendar; and

4. create contact lists.

**Measurable Course Performance Objectives (MPOs)**: Upon successful completion of this course, students should specifically be able to do the following:

1. Send and receive e-mail messages:

 1.1 *send an e-mail message;*

 1.2 *display, respond, and print an e-mail message;*

 1.3 *attach an external file to an e-mail message;*

 1.4 *forward an e-mail message;* and

 1.5 *include a message flag in an e-mail message*

**Measurable Course Performance Objectives (MPOs)** (continued):

2. Manipulate and manage e-mail messages:

2.1 *sort and change the inbox folder view;*

2.2 *create a new folder*;and

2.3 *move, delete, and restore e-mail messages*

3. Schedule appointments and meetings using Outlook calendar:

 3.1 *schedule single and recurring appointments;*

3.2 *edit and delete appointments;* and

3.3 *send meeting requests, respond to a meeting request, and track responses to a meeting request*

4. Create contact lists:

 4.1 *add a contact to the contact list;*

4.2*find a contact;*

4.3*change the contacts folder view;* and

4.4*print the contact list*

**Methods of Instruction**: The instruction will consist of presentations of the principles for each unit, computer lab assignments, and individual study and practice.

**Outcomes Assessment:** Assignments and achievement test and exam questions are blueprinted to course objectives. Data is collected and analyzed to determine the level of student performance on these assessment instruments in regards to meeting course objectives. The results of this analysis are used to guide necessary pedagogical and/or curricular revisions.

**Course Requirements:** All students are required to:

1. Maintain regular attendance.

2. Complete assigned homework and application projects by due date.

3. Take part in class discussions.

4. Take all tests and exams as scheduled; these include a minimum of three class tests and a cumulative departmental final exam.

**Methods of Evaluation:** Final course grades will be computed as follows:

 **% of**

**Grading Components final course grade**

* **Classwork/Projects 50%**

Projects given strengthen students’ skills and frequently simulate actual office systems practices. They are evaluated on quality, quantity, and timeliness and indicate the extent to which students master course objectives.

* **3 or more Achievement Tests** (dates specified by the instructor) **30%**

 These tests show evidence of the extent to which students meet the course objectives, including but not limited to spelling, formatting, communication skills, advanced keyboarding, word processing information, and proofreading.

* **Final Exam**  **20%**

The **comprehensive departmental** final exam will cover material from units 1 through 18. This exam will show evidence of the extent to which students have understood and achieved all course objectives.

**Academic Integrity:** Dishonesty disrupts the search for truth that is inherent in the learning process and so devalues the purpose and the mission of the College. Academic dishonesty includes, but is not limited to, the following:

* plagiarism – the failure to acknowledge another writer’s words or ideas or to give proper credit to sources of information;
* cheating – knowingly obtaining or giving unauthorized information on any test/exam or any other academic assignment;
* interference – any interruption of the academic process that prevents others from the proper engagement in learning or teaching; and
* fraud – any act or instance of willful deceit or trickery.

Violations of academic integrity will be dealt with by imposing appropriate sanctions. Sanctions for acts of academic dishonesty could include the resubmission of an assignment, failure of the test/exam, failure in the course, probation, suspension from the College, and even expulsion from the College.

**Student Code of Conduct:** All students are expected to conduct themselves as responsible and considerate adults who respect the rights of others. Disruptive behavior will not be tolerated. All students are also expected to attend and be on time for all class meetings. No cell phones or similar electronic devices are permitted in class. Please refer to the Essex County College student handbook, *Lifeline*, for more specific information about the College’s Code of Conduct and attendance requirements.

**Course Content Outline:** based on the text **GO! With Microsoft Outlook 2007 Comprehensive,** 1st edition, by Gaskin & Martin; published by Pearson-Prentice Hall, 2009; ISBN #: 0-13-500124-2

| **Week** | **Content/Topics** | **Chapter** |
| --- | --- | --- |
| 1 – 2 | Review class syllabus and log-in procedure**Chapter 1**: **Introduction to Outlook and E-mail,** Starting Outlook, Compose and Send E-mail, Read and Respond to E-mail Messages, Use Mail Options and Signatures, Manage E-mail, Use Outlook Help and Close Outlook**PROJECT 1 due** (from Chapter 1) | 1 |
| 3 – 4 | **Chapter 2: Working with Contacts and Tasks**, Create Contacts, Use Contacts with E-mail, Edit Contacts, Manage Distribution Lists, Organize Contacts, Manage Contacts, Create and Update Tasks, Manage Tasks**PROJECT 2 due** (from Chapter 2) | 2 |
| 5 | **TEST 1 – Content-Based Assessment** (on Chapters 1 and 2) |  |
| 6 – 7 | **Chapter 3: Using the Calendar**, Navigate the Calendar, Schedule Appointments, Edit Appointments, Work with Events, Organize and Customize the Calendar, Manage a Calendar**PROJECT 3 due** (from Chapter 3) | 3 |
| 8 – 9 | **Chapter 4: Planning Meetings**, Publish Free/Busy Information, Schedule a Meeting, Respond to Meeting Requests, Schedule and Office Resource, Manage Meeting Information**PROJECT 4 due** (from Chapter 4) | 4 |
| 10 | **TEST 2 – Content-Based Assessment** (on Chapters 3 and 4) |  |
| 11 – 12 | **Chapter 5: Assigning Tasks and Sending Instant Messages**, Assign Tasks, Respond to Task Assignments, Manage Task Assignments, Use Instant Messaging in Outlook**PROJECT 5 due** (from Chapter 5) | 5 |
| 13 – 14 | **Chapter 6: Organizing and Managing Outlook Information**, Manage Mail Folders, Modify the Master Category List, Use Notes, Archive Outlook Information, Recover and Export Outlook Information**PROJECT 6 due** (from Chapter 6)**TEST 3 – Content-Based Assessment** (on Chapters 5 and 6) | 6 |
| 15 | **Comprehensive Departmental Final Exam** | 1 – 6 |